### Blaine A. and Phoebe A. Clemens

3767 Blackwood Road, Bozeman, MT 59715 (406) 585-9424

May 24, 1994

Ms. Kate Whitney PSC. P.O. Box 202601 Helena, MT 59620

Dear Ms. Whitney:

Thank you for taking time to speak with me earlier today regarding telephone service theft and the unauthorized switch of my long distance carrier.

As I told you on the phone, early in March 1994, my long distance carrier was changed without authorization. We believe that the company called Matrix initialized the switch. It seems that in conjunction with this change came nearly \$400.00 in charges for 900, International fantasy and 800 pay-per-call calls which no one in our household made. (We do not know if there is a connection between the carrier change and the fantasy calls.)

On our bill is a disclaimer which states that refusal to pay for 900 calls will not result indisconnection of services. However, two days ago I received a disconnect notice for lack of payment of fantasy line charges. I find this unconscionable especially since my husband and I have spent several hours calling phone companies requesting credits and trying to straighten out this mess.

As things stand, we have changed our long distance carrier back to our original company of choice and put a block on 900 calls. We have contacted every company except Long Distance Billing Co., which does not answer its phone. We have also informed US West that we will not pay for fantasy calls and requested that they send Refusal to Pay notices to ITA, Long Distance Billing Company, Integretel and VRS.

I suspect that you can imagine our outrage over this situation. Above and beyond the sense of violation and powerlessness we feel, is conviction against everything 900 number services (and now 800 pay-per-call services) represent. I request your help in doing whatever needs to be done to stop theft of service and easy access to 900 and 800 pay-per-call lines. Please forward my letter and my concerns to the FCC and any other agency that might crack down on companies who are exploiting telephone services.

I would be happy to provide you with any other information you may need. Thank you!

Sincerely,

Phoebe Clemens

**Enclosures:** 

3/19, 4/19 bills

Disconnect Notice

## LUSWEST COMMUNICATIONS (2)

PHOEBE CLEMENS BLAINE CLEMENS

BILL DATE:

MAR 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

	U S WEST COMMUNICATIONS P	AGE	1
TOTAL AMOUNT DUE	<ul> <li>PAST DUE CHARGES</li> <li>CURRENT CHARGES DUE APR 11</li> <li>TOTAL AMOUNT DUE</li> </ul>	\$10. \$200. \$190.	
ACCOUNT SUMMARY	PAST CHARGES AND CREDITS		
	PRIOR CHARGES ADJUSTMENTS PAYMENTS	48. 10. 48.	OOCR
•	Thank you for your payment TOTAL CHARGES PAST DUE	\$10.	OOCR
	• CURRENT CHARGES DUE APR 11, 1994		
ı	U S WEST COMMUNICATIONS LOCAL CHARGES Questions call 1-800-244-1111	24.	
	MCI TELECOMMUNICATIONS  Billing inquiries call 1-800-999-9100	19.	78
1	<b>AT&amp;T 900</b> Billing inquiries call 1 800 222-0300  To place an order call 1 800 222-0300	88.	
1	TELEMATION 900/700  Billing inquiries call 1-800-864-4121	67.	23
	TOTAL CURRENT CHARGES	\$200.	21
	• TOTAL AMOUNT DUE  We appreciate your business	\$190.	21
	* A balance over \$45.00 left unpaid 30 days after bill date is to a 1.0% late payment charge. *	subje	ect

An additional line is a natural addition if you work at home or have a busy household. Through April 9, when you sign up for an additional line, we'll give you a \$15 credit on your hill. Another simple answer from U.S. West.

RETURN U S WEST COMMUNICATIONS ADDRESS SALT LAKE, UT 84135-0001

NONPAYMENT OF NONREGULATED SERVICES OR SERVICES PROVIDED BY OTHER CARRIERS\*
WILL NOT CAUSE DISCONNECTION OF YOUR REGULATED
U.S. WEST COMMUNICATIONS TELEPHONE SERVICE.
\*TOTAL SERVICE DISCONNECTION WILL APPLY IF U.S. WEST COMMUNICATIONS' AND OTHER CARRIER'S SERVICES CANNOT BE SEPARATELY DISCONNECTED.



**B** 

PHOEBE CLEMENS BLAINE CLEMENS

BILL DATE:

MAR 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

#### U S WEST COMMUNICATIONS PAGE

The long distance company you have selected for calls outside your U.S. WEST Communications long distance area is MCI

#### U S WEST COMMUNICATIONS LOCAL CHARGES

TIME IS RUNNING OUT TO GET IN THE NEW PHONE BOOK! SO, IF YOU HAVE ANY CHANGES OR ADDITIONS TO MAKE IN YOUR HOME OR BUSINESS LISTING, CALL YOUR SERVICE REPRESENTATIVE NOW. THE FINAL CLOSING DATE FOR THE **BOZEMAN DIRECTORY 1S:** 4-13-94.

#### . ITEMIZED MONTHLY SERVICE

BASIC SERVICE\* 1 RESIDENCE LINE - TARIFFED

TOTAL

14.84 14.84

\*BASIC SERVICES ARE THE SERVICES THAT ARE NECESSARY FOR YOU TO USE YOUR TELEPHONE.

સ્તુક કુમાં મુક્ક મુખ્યા<u>ને તે કે પ્</u>યુપ્ત માનુક મુખ્યાન<u>ા કુમાં આવેલા કુમાં કુમાં કુમાં છે.</u> કુમાં મુખ્યાને કુમાં માનુક કુમાં મુખ્યાને કુમા

#### MONTHLY SERVICE

MONTHLY SERVICE - MAR 19 THRU APR 18 CUSTOMER ACCESS SERVICE - INTERSTATE MONTANA TELECOMMUNICATIONS ACCESS SERVICE MONTANA 911 EMERGENCY SERVICE FUND		14.84 3.50 .10 .25
ACCOUNT ACTIVITY	SUBTOTAL	\$18.69
1 CHARGE FOR INTEREXCHANGE CARRIER CHANGE ON (	03-03-94 Subtotal	5.00 \$5.00

#### TAX SUMMARY

70.

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FEDERAL EXCISE TAX

SUBTOTAL

#### U S WEST COMMUNICATIONS LOCAL CHARGES

\$24.25

. 56

\$.56

NONPAYMENT OF NONREGULATED SERVICES OR SERVICES PROVIDED BY OTHER CARRIERS\*

WILL NOT CAUSE DISCONNECTION OF YOUR REGULATED

U.S. WEST COMMUNICATIONS TELEPHONE SERVICE.

\*TOTAL SERVICE DISCONNECTION WILL APPLY IF U.S. WEST COMMUNICATIONS' AND OTHER CARRIER'S SERVICES CANNOT BE SEPARATELY DISCONNECTED.





PHOEBE CLEMENS BLAINE CLEMENS BILL DATE:

BILL DATE: MAR 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

MCI TELECOMMUNICATIONS PAGE MCI Adjustments of 10.00CR have been applied MCI Account Number: 6R176844 03/07/94 PHOEBE CLEMENS
Current Charges
Current Taxes
Total Current Charges and Taxes 19.20 <u>\$19.78</u> You SAVE just by being an MCI customer. This month you saved a minimum of 8.77 on top of your already low MCI rates. 8.77CR 14.79 13.18 \$19.20 Total Current Charges ...... Total Current Charges and Taxes ...... YOUR DISCOUNT PLANS Bonus Discounts This amount includes your additional savings plan discounts on top of MCI's already low rates. 2.95CR Friends & Family Discount --calls marked 'F'-- ...... MCI Card - 30 Free Minutes ..... 5.82CR \$8.77CR Total Bonus Discounts ...... CALL INFORMATION Long Distance Calls from 406-585-9424: DATE TIME TO/FR PLACE TO/FR AREA NUMBER FEB 13 7:36P F GREELEY CO 303 356-9077 FEB 17 10:24A IDAHOFALLS ID 208 522-0870 FEB 17 7:54P PRESCOTT AZ 602 775-5458 TYPE MINUTES **AMOUNT** Ε 23 3.63 1. 49 1. 89 D 6 PRESCOTT AZ CA CO 4: 42P 7: 48P FEB 19 FEB 20 MARSHALL 909 886-0849 14 1.94 F GREELEY 303 356-9077 Ε . 15 GREELEY FEB 20 7:50P FEB 22 7:11P 5.36 CO 303 339-2461 FAIRFAVINN VĀ 7: 11P 703 478-0100 \$14.79 Total Calls from 406-585-9424: Total Long Distance ...... \$14.79 Card Your card provides convenient options and services your family members can use when they are away from home.



40



PHOEBE CLEMENS
BLAINE CLEMENS
BILL DATE: MAR 19, 1994
ACCOUNT NUMBER: 406-585-9424-224R

	мсі	TELECO	MMUNICATI	ONS PAGE	2
	continued ard Calls for 4065859424:	· · · · · · · · · · · · · · · · · · ·			
NO. 8	DATE TIME TO/FR PLACE TO/FR AREA NUMBER FEB 22 9:41P FAIRFAVINN VA 703 478-0100 FROM BOZEMAN MT 406 585-9424	٤	MINUTES 2	AMOUNT 1.16	
9	FEB 25 2:45P FAIRFAVINN VA 703 478-0100	D	1	1.05	
Total	FROM BOZEMAN MT 406 585-9424 MCI Card Calls for 4065859424:			\$2.21	
MCI C	ard Calls for 4865851301:				
NO. 10	DATE TIME TO/FR PLACE TO/FR AREA NUMBER FEB 08 6:31P + GREELEY CO 303 356-9077 FROM OPERATOR 486 585-1301	G	MINUTES 3	AMOUNT 1.32	
11	FEB 08 8: 40P F GREELEY CO 303 356-9077 FROM BOZEMAN MT 486 585-1301	E	7	2.03	
12	FEB 18 7: 37P F GREELEY CO 303 356-9077 FROM BOZEMAN MT 486 585-1301	E	7	2.03	
13	FEB 27 8:00P F GREELEY CO 303 356-9077	Ε	27	5.59	
Total	FROM BOZEMAN MT 486 585-1301 MCI Card Calls for 4865851301:			\$10.97	
Total	Card Calls			\$13.18	
MCIL					

I Legend - Friends & Family Calls

Type of Long Distance Calls
D Day
E Evening
G Evening Station - Operator-Assisted
N Night/Weekend

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO MCI TELECOMMUNICATIONS. THERE IS NO CONNECTION BETWEEN MCI TELECOMMUNICATIONS AND U S WEST COMMUNICATIONS.



PHOEBE CLEMENS BLAINE CLEMENS

BILL DATE:

MAR 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

AT&T 900 PAGE

#### CHARGES FOR 900 MESSAGES ARE FOR NON-TELECOMMUNICATION SERVICES ITEMIZED CALLS

NO.	DATE	TIME	TO PLACE	TO AREA NUMBER	TYPE MINUTES	AMOUNT
1 2 3 4	AT&T 90 MAR 09 MAR 09 MAR 10 MAR 21	4: 24P 4: 27P 7: 53A	FANTASY FANTASY ONE ON ONE PERSONALS	900 680-7769 900 680-7769 900 420-3825 900 680-7399 SUBTOTAL	D 3 D 3 D 1 D 1 88.95	41.00 41.00 3.95 3.00
			AI&:	900 SUBTOTAL OF I	TEMIZED CALLS	<b>\$88.95</b>

AT&T 900 CURRENT CHARGES

\$88.95

FOR 900 BILLING DISPUTES OR INQUIRIES, PLEASE CALL
1-800-642-2708. YOU HAVE 60 DAYS FROM THE DATE OF THIS BILL
TO DISPUTE A 900 BILLING ERROR. YOU HAVE THE RIGHT TO
WITHHOLD PAYMENT OF THE DISPUTED 900 CHARGES DURING THE BILLING
ERROR REVIEW. NO COLLECTION ACTIVITY FOR DISPUTED 900 CHARGES
WILL OCCUR WHILE THE CHARGES ARE UNDER INVESTIGATION. AFTER
INVESTIGATION, IF IT IS DETERMINED THAT THE DISPUTED 900 CHARGES
ARE LEGITIMATE, AT&T OR THE INFORMATION PROVIDER MAY PROCEED WITH
OUTSIDE COLLECTIONS AGAINST YOUR ACCOUNT FOR NONPAYMENT OF THESE
CHARGES. YOUR LOCAL AND LONG DISTANCE SERVICE CANNOT BE
DISCONNECTED FOR NON-PAYMENT OF 900 CHARGES. FAILURE TO PAY
LEGITIMATE 900 CHARGES MAY RESULT IN INVOLUNTARY BLOCKING OF YOUR
ACCESS TO 900 SERVICES. VOLUNTARY BLOCKING OF ACCESS TO 900
SERVICES IS AVAILABLE UPON REQUEST FROM YOUR LOCAL EXCHANGE CARRIER
WHERE TECHNICALLY FEASIBLE.

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO AT&T. THERE IS NO CONNECTION BETWEEN U S WEST COMMUNICATIONS AND AT&T. YOU MAY CHOOSE ANOTHER COMPANY FOR YOUR LONG DISTANCE TELEPHONE CALLS WHILE STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM U S WEST COMMUNICATIONS.



**TELEMATION** 

PHOEBE CLEMENS
BLAINE CLEMENS
BILL DATE: MAR 19, 1994
ACCOUNT NUMBER: 406-585-9424-224R

#### TELEMATION 900/700 PAGE

THESE CHARGES ARE FOR NON-COMMUNICATIONS SERVICES. NEITHER LOCAL NOR LONG DISTANCE SERVICES CAN BE DISCONNECTED FOR NONPAYMENT ALTHOUGH A 900 SERVICE PROVIDER MAY EMPLOY NON-CARRIERS TO SEEK TO COLLECT FOR PAY-PER-CALL CHARGES. PAY-PER-CALL BLOCKING IS AVAILABLE UPON REQUEST, WHERE TECHNICALLY FEASIBLE. ACCESS TO PAY-PER-CALL SERVICES MAY BE INVOLUNTARILY BLOCKED FOR FAILURE TO PAY LEGITIMATE CHARGES. ITEMIZED CALLS

NO.	DATE	TIME	TO PLACE	TO AREA NUMBER	TYPE	MINUTES	AMOUNT
1 2		4:31P	DATELINE STORIES	900 999-3825 900 999-3825 700 SUBTOTAL OF	Ď	12 15 CALLS	29.88 37.35 <b>\$6</b> 7.23
			TELE	MATION 900/700 C	URRENT (	HARGES	\$67.23

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO TELEMATION 900/700. THERE IS NO CONNECTION BETWEEN TELEMATION 900/700 AND U S WEST COMMUNICATIONS.



And Marie The Comments

PHOEBE CLEMENS BLAINE CLEMENS BILL DATE:

BILL DATE: MAY 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

MCI 900 SERVICES PAGE

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Direct dialed calls made from your phone to a 900 number are connected by the long distance carrier handling that 900 number. The charges for those calls appear in the U S WEST Communications bill on the Carrier page. Any unpaid 900 charges, even those adjusted by a U S WEST Communications representative, may be subject to collection by the long distance carrier or the 900 service provider you called. If you have any questions regarding 900 charges, please call 1-800-879-2455.

MCI 900 SERVICES CURRENT CHARGES

5.00

ADJUSTMENTS-ALREADY APPLIED TO ACCOUNT (SEE ACCOUNT SUMMARY ON PAGE 1)

ADJUSTMENT OF ITEMIZED CALLS ON 05-12-94 MCI 900 SERVICES SUBTOTAL OF ADJUSTMENTS

14.92CR \$14.92CR

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO MCI TELECOMMUNICATIONS. THERE IS NO CONNECTION BETWEEN MCI TELECOMMUNICATIONS AND U S WEST COMMUNICATIONS.

## **USWEST** COMMUNICATIONS (1)

PHOEBE CLEMENS
BLAINE CLEMENS
3767 BLACKWOOD RD
BOZEMAN MT 59715-9130

FCC Ruli

Part 64 Title 47

Part 64 Title 47

Part 64 Title 47

Part 64 Title 47

Part 64 Regulations

64.1504 Restrictions on use
of 800 numbers

- Common by farriff or contract

#### APPENDIX B

#### RULES :

Part 64 of Title 47 of the Code of Federal Regulations is amended as follows:

1. The authority citation for Part 64 is revised to read as follows:

AUTHORITY: Sec. 4, 48 Stat. 1066, as amended; 47 U.S.C. 154, unless otherwise noted. Interpret or apply secs. 201, 218, 226, 228, 48 Stat. 1070, as amended, 1077; 47 U.S.C. 201, 218, 226, 228, unless otherwise noted.

- 2. Subpart G of Part 64 is amended by removing Section 64.709 through Section 64.716, inclusive.
- 3. A new subpart O of Part 64 is added to read as follows:

Subpart O--Interstate Pay-Per-Call and 800 Services

Sec.	
64.1501	Definition of Pay-Per-Call Services.
64.1502	Limitations on the Provision of Pay-Per-Call Services.
64.1503	Termination of Pay-Per-Call Programs.
64.1504	Restrictions of the Use of 800 Numbers.
64.1505	Restrictions on Collect Telephone Calls.
64.1506	Number Designation.
64.1507	Prohibition on Disconnection or Interruption of Service for
	Failure to Remit Pay-Per-Call or Similar Service Charges.
64.1508	Blocking Access to 900 Service.
64.1509	Disclosure and Dissemination of Pay-Per-Call Information.
64.1510	Billing and Collection of Pay-Per-Call or Similar Service
•	Charges.
64.1511	Forgiveness of Charges and Refunds.
64.1512	Involuntary Blocking of Pay-Per-Call Services.
64.1513	Verification of Charitable Status.
64.1514	Generation of Signalling Tones.
64.1515	Recovery of Costs.

Authority: 47 U.S.C. 228.

Subpart O--Interstate Pay-Per-Call and 800 Services

#### \$ 64.1501 Definitions

For the purposes of this subpart, the following definitions shall apply:

- (a) Pay-per call service means any service
  - (1) In which any person provides or purports to provide
    - (A) Audio information or audio entertainment produced or packaged by such person;

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(B) Access to simultaneous voice conversation services; or

- (C) Any service, including the provision of a product, the charges for which are assessed on the basis of the completion of the call;
- (2) For which the caller pays a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call; and
- (3) Which is accessed through use of a 900 telephone number.
- (b) Such term does not include directory services provided by a common carrier or its affiliate or by a local exchange carrier or its affiliate, or any service the charge for which is tariffed, or any service for which users are assessed charges only after entering into a presubscription or comparable arrangement with the provider of such service.
- (b) (1) <u>Presubscription or comparable arrangement</u> means a contractual agreement in which
  - (i) The service provider clearly and conspicuously discloses to the consumer all material terms and conditions associated with the use of the service, including the service provider's name and address, a business telephone number which the consumer may use to obtain additional information or to register a complaint, and the rates for the service;
  - (ii) The service provider agrees to notify the consumer of any future rate changes;
  - (iii) The consumer agrees to utilize the service on the terms and conditions disclosed by the service provider; and
  - (iv) The service provider requires the use of an identification number or other means to prevent unauthorized access to the service by nonsubscribers.
- (2) Disclosure of a credit or charge card number, along with authorization to bill that number, made during the course of a call to an information service shall constitute a presubscription or comparable arrangement if the credit or charge card is subject to the dispute resolution procedures of the Truth in Lending Act and Fair Credit Billing Act, as amended, 15 U.S.C. § 1601 et seq. No other action taken by the consumer during the course of a call to an information service, for which charges are assessed, can be construed as creating a presubscription or comparable arrangement.

#### § 64.1502 Limitations on the Provision of Pay-Per-Call Services.

Any common carrier assigning a telephone number to a provider of interstate payper-call service shall require, by contract or tariff, that such provider comply with the provisions of this subpart and of titles II and III of the Telephone Disclosure and Dispute Resolution Act (Pub. L. No. 102-556) (TDDRA) and the regulations prescribed by the Federal Trade Commission pursuant to those titles.

#### § 64.1503 Termination of Pay-Per-Call Programs.

Any common carrier assigning a telephone number to a provider of interstate payper-call service shall specify by contract or tariff that pay-per-call programs not in compliance with § 64.1502 shall be terminated following written notice to the information provider. The information provider shall be afforded a period of no less than seven and no more than 14 days during which a program may be brought into compliance. Programs not in compliance at the expiration of such period shall be terminated immediately.

#### § 64.1504 Restrictions on the Use of 800 Numbers.

Common carriers shall prohibit, by tariff or contract, the use of any telephone number beginning with an 800 service access code, or any other telephone number advertised or widely understood to be toll free, in a manner that would result in

- (a) The calling party or the subscriber to the originating line being assessed, by virtue of completing the call, a charge for the call;
- (b) The calling party being connected to a pay-per-call service;
- (c) The calling party being charged for information conveyed during the call unless the calling party has a presubscription or comparable arrangement; or
- (d) The calling party being called back collect for the provision of audio or data information services, simultaneous voice conversation services, or products.

#### § 64.1505 Restrictions on Collect Telephone Calls.

- (a) No common carrier shall provide interstate transmission or billing and collection services to an entity offering any service within the scope of § 64.1501(a)(1) that is billed to a subscriber on a collect basis at a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call.
- (b) No common carrier shall provide interstate transmission services for any collect information services billed to a subscriber at a tariffed rate unless the called party has taken affirmative action clearly indicating that it accepts the charges for the collect service.

#### § 64.1506 Number Designation.

Any interstate service described in § 64.1501(a)(1)-(2) shall be offered only through telephone numbers beginning with a 900 service access code.

§ 64.1507 Prohibition on Disconnection or Interruption of Service for Failure to Remit Pay-Per-Call or Similar Service Charges.

No common carrier shall disconnect or interrupt in any manner, or order the disconnection or interruption of, a telephone subscriber's local exchange or long distance telephone service as a result of that subscriber's failure to pay

- (a) Charges for interstate pay-per-call service,
- (b) Charges for interstate information services provided pursuant to a presubscription or comparable arrangement or
- (c) Charges, which have been disputed by the subscriber, for interstate tariffed collect information services.

#### § 64.1508 Blocking Access to 900 Service.

- (a) Local exchange carriers must offer to their subscribers, where technically feasible, an option to block access to services offered on the 900 service access code. Blocking is to be offered at no charge, on a one-time basis, to
  - (1) All telephone subscribers during the period from November 1, 1993 through December 31, 1993; and
  - (2) Any subscriber who subscribes to a new telephone number for a period of 60 days after the new number is effective.
- (b) For blocking requests not within the one-time option or outside the time frames specified in paragraph (a) of this section, and for unblocking requests, local exchange carriers may charge a reasonable one-time fee. Requests by subscribers to remove 900 services blocking must be in writing.
- (c) The terms and conditions under which subscribers may obtain 900 services blocking are to be included in tariffs filed with this Commission.

#### § 64.1509 Disclosure and Dissemination of Pay-Per-Call Information.

- (a) Any common carrier assigning a telephone number to a provider of interstate pay-per-call services shall make readily available, at no charge, to Federal and State agencies and all other interested persons:
  - (1) A list of the telephone numbers for each of the pay-per-call services it carries;
  - (2) A short description of each such service;
  - (3) A statement of the total cost or the cost per minute and any other fees for each such service; and

- (4) A statement of the pay-per-call service provider's name, business address, and business telephone number.
- (b) Any common carrier assigning a telephone number to a provider of interstate pay-per-call services and offering billing and collection services to such provider shall
  - (1) Establish a local or toll-free telephone number to answer questions and provide information on subscribers' rights and obligations with regard to their use of pay-per-call services and to provide to callers the name and mailing address of any provider of pay-per-call services offered by that carrier; and
  - (2) Provide to all its telephone subscribers, either directly or through contract with any local exchange carrier providing billing and collection services to that carrier, a disclosure statement setting forth all rights and obligations of the subscriber and the carrier with respect to the use and payment of pay-per-call services. Such statement must include the prohibition against disconnection of basic communications services for failure to pay pay-per-call charges established by § 64.1507, the right of a subscriber to obtain blocking in accordance with § 64.1508, the right of a subscriber not to be billed for pay-per-call services not offered in compliance with federal laws and regulations established § 64.1510(a)(iv), and the possibility that a subscriber's access to 900 services may be involuntarily blocked pursuant to § 64.1512 for failure to pay legitimate pay-per-call charges. Disclosure statements must be forwarded to:
    - (i) All telephone subscribers no later 60 days after these regulations take effect;
    - (ii) All new telephone subscribers no later than 60 days after service is established;
    - (iii) All telephone subscribers requesting service at a new location no later than 60 days after service is established; and
    - (iv) Thereafter, to all subscribers at least once per calendar year, at intervals of not less than 6 months nor more than 18 months.

#### § 64.1510 Billing and Collection of Pay-Per-Call and Similar Service Charges.

- (a) Any common carrier assigning a telephone number to a provider of interstate pay-per-call services and offering billing and collection services to such provider shall:
  - (1) Ensure that a subscriber is not billed for interstate pay-per-call services that such carrier knows or reasonably should know were provided in violation of the regulations set forth in this subpart or prescribed by the Federal Trade Commission pursuant to titles II or III of the TDDRA or any other federal law;

- (2) In any billing to telephone subscribers that includes charges for any interstate pay-per-call service
  - (i) Include a statement indicating that:
    - (A) Such charges are for non-communications services;
    - (B) Neither local nor long distances services can be disconnected for non-payment although an information provider may employ private entities to seek to collect such charges;
    - (C) 900 number blocking is available upon request; and
    - (D) Access to pay-per-call services may be involuntarily blocked for failure to pay legitimate charges;
  - (ii) Display any charges for pay-per-call services in a part of the bill that is identified as not being related to local and long distance telephone charges;
  - (iii) Specify, for each pay-per-call charge made, the type of service, the amount of the charge, and the date, time, and, for calls billed on a time-sensitive basis, the duration of the call; and
  - (iv) Identify the local or toll-free number established in accordance with § 64.1509(b)(1).
- (b) Any common carrier offering billing and collection services to an entity providing interstate information services pursuant to a presubscription or comparable arrangement, or for interstate tariffed collect information services, shall, to the extent possible, display the billing information in the manner described in paragraphs (a) (2) (i) (ii) of this section.

#### § 64.1511 Forgiveness of Charges and Refunds.

(a) Any carrier assigning a telephone number to a provider of interstate payper-call services or providing transmission for interstate tariffed collect information services or interstate information services offered under a presubscription or comparable arrangement, and providing billing and collection services for such services, shall establish procedures for the handling of subscriber complaints regarding charges for those services. A billing carrier is afforded discretion to set standards for determining when a subscriber's complaint warrants forgiveness, refund or credit of interstate pay-per-call or information services charges provided that such charges must be forgiven, refunded, or credited when a subscriber has complained about such charges and either this Commission, the Federal Trade Commission, or a court of competent jurisdiction has found or the carrier has determined, upon investigation, that the service has been offered in violation of federal law or the regulations that are either set forth in this subpart or prescribed by the Federal Trade Commission pursuant to titles II or III of the TDDRA. Carriers shall observe

the record retention requirements set forth in 47 C.F.R. § 42.6 except that relevant records shall be retained by carriers beyond the requirements of Part 42 of this chapter when a complaint is pending at the time the specified retention period expires.

(b) Any carrier assigning a telephone number to a provider of interstate payper-call services but not providing billing and collection services for such services, shall, by tariff or contract, require that the provider and/or its billing and collection agents have in place procedures whereby, upon complaint, pay-per-call charges may be forgiven, refunded, or credited, provided that such charges must be forgiven, refunded, or credited when a subscriber has complained about such charges and either this Commission, the Federal Trade Commission, or a court of competent jurisdiction has found or the carrier has determined, upon investigation, that the service has been offered in violation of federal law or the regulations that are either set forth in this subpart or prescribed by the Federal Trade Commission pursuant to titles II or III of the TDDRA.

#### § 64.1512 Involuntary Blocking of Pay-Per-Call Services.

Nothing in this subpart shall preclude a common carrier or information provider from blocking or ordering the blocking of its interstate pay-per-call programs from numbers assigned to subscribers who have incurred, but not paid, legitimate pay-per-call charges, except that a subscriber who has filed a complaint regarding a particular pay-per-call program pursuant to procedures established by the Federal Trade Commission under title III of the TDDRA shall not be involuntarily blocked from access to that program while such a complaint is pending. This restriction is not intended to preclude involuntary blocking when a carrier or IP has decided in one instance to sustain charges against a subscriber but that subscriber files additional separate complaints.

#### § 64.1513 Verification of Charitable Status.

Any common carrier assigning a telephone number to a provider of interstate payper-call services that the carrier knows or reasonably should know is engaged in soliciting charitable contributions shall obtain verification that the entity or individual for whom contributions are solicited has been granted tax exempt status by the Internal Revenue Service.

#### § 64.1514 Generation of Signalling Tones.

No common carrier shall assign a telephone number for any pay-per-call service that employs broadcast advertising which generates the audible tones necessary to complete a call to a pay-per-call service.

#### § 64.1515 Recovery of Costs.

No common carrier shall recover its cost of complying with the provisions of this subpart from local or long distance ratepayers.



PHOEBE CLEMENS BLAINE CLEMENS BILL DATE:

BILL DATE: MAY 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

AT&T PAGE

1

AT&T CURRENT CHARGES

\$.00

ADJUSTMENTS-ALREADY APPLIED TO ACCOUNT(SEE SUMMARY)

ADJUSTMENT OF ITEMIZED CALLS ON 04-19-94 AT&T SUBTOTAL OF ADJUSTMENTS

3. 95CR \$3. 95CR

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO AT&T. THERE IS NO CONNECTION BETWEEN U S WEST COMMUNICATIONS AND AT&T. YOU MAY CHOOSE ANOTHER COMPANY FOR YOUR LONG DISTANCE TELEPHONE CALLS WHILE STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM U S WEST COMMUNICATIONS.

FOR AT&T
Billing inquiries call 1 800 222-0300 (NO CHARGE)
To place an order call 1 800 222-0300 (NO CHARGE)

88

PRINTED ON PERSON LESS STORES



PHOEBE CLEMENS BLAINE CLEMENS BILL DATE:

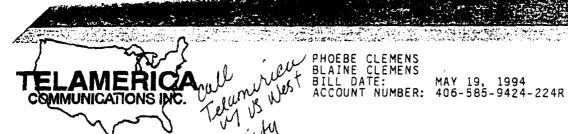
BILL DATE: MAY 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

					FEDE	RAL TRA	NSTEL, INC.	PAGE 1
ITEM	ZED CALI	LS						
NO.	DATE	TIME	TO PLACE	TO A	REA NUMBER	TYPE	MINUTES	AMOUNT
	AMTEC CO	OMMUNICATI	ON					
1		2:26P T	ALK LINE MA MT 406	800	386-8899	A	4	15.92
		FROM BUZE	MA MI 400		UBTOTAL	15.	92	
		FEDERAL	TRANSTEL,	, INC. SU	BTOTAL OF	ITEMIZE	D CALLS	\$15.92
TAX S	UMMARY							
FE	DERAL E	XCISE TAX	FFDFRAI	TRANSTE	, INC. SUB	TOTAL O	F TAXES	. 48 <b>\$. 48</b>
<l< td=""><td>94 - 8%</td><td><i>3</i>0</td><td></td><td></td><td>EL, INC. C</td><td></td><td></td><td>\$16.40</td></l<>	94 - 8%	<i>3</i> 0			EL, INC. C			\$16.40
ગુવ	$\mathcal{F}_{+}$	40						
5/16	t , ,					Leah	,	
	6/1/94	t-blocke	d survice	8				
		in effe	et win 2	-3 days	·			

credit

Two. Cluse Corp. Drive 22 170 Ste Parminghen M 35244

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO FEDERAL TRANSTEL, INC. THERE IS NO CONNECTION BETWEEN FEDERAL TRANSTEL, INC. AND U S WEST COMMUNICATIONS.



TELAMERICA COMM. INC. PAGE

ITEMIZED CALLS

TO PLACE DATE TO AREA NUMBER TYPE MINUTES TIME **AMOUNT** 

TECH IV GROUP CARD CALLS MAY 12 10:46A NORTH DADE FL 30! FROM BOZEMA MT 406 585-942 43.89

TELAMERICA COMM. INC. SUBTOTAL OF ITEMIZED CALLS \$43.89

TAX SUMMARY

FEDERAL EXCISE TAX 1. 32 \$1. 32 TELAMERICA COMM. INC. SUBTOTAL OF TAXES

> \$45.21 TELAMERICA COMM. INC. CURRENT CHARGES

> > 71.82

Called 5/31 9:45 MST to chick out

\_ # 305- 948-7368

- directed by operator to call 305-944-0776

- line was disconnicted

- why are are charged?

main # 1-900-656-4003 208 6/1 Bén H.

block - all of their services

will not credit call

connect thru main # - 3/6/57 - birthdate given by caller cannot call this # direct, must connect thru main # 1-

IS PORTION OF YOUR BIL

13499 Bucaine Blud St 204 Manu FL

mants to make investigation into 900 block

FOR TELAMERICA COMM. INC. Billing inquiries call 1 800 950-2532 (NO CHARGE) will not credit account WILL NOT GIVE THE CHECKED #PRINTED ON RECYCLABLE PAPER

## LONG DISTANCE BILLING

PHOEBE CLEMENS BLAINE CLEMENS BILL DATE:

APR 19. ACCOUNT NUMBER: 406-585-9424-224R

#### LONG DISTANCE BILLING CO. PAGE

1

THESE CHARGES ARE FOR NON-COMMUNICATIONS SERVICES. NEITHER LOCAL NOR LONG DISTANCE SERVICES CAN BE DISCONNECTED FOR NONPAYMENT ALTHOUGH A 900 SERVICE PROVIDER MAY EMPLOY NON-CARRIERS TO SEEK TO COLLECT FOR PAY-PER-CALL CHARGES. PAY-PER-CALL BLOCKING IS AVAILABLE UPON REQUEST, WHERE TECHNICALLY FEASIBLE. ACCESS TO PAY-PER-CALL SERVICES MAY BE INVOLUNTARILY BLOCKED FOR FAILURE TO PAY LEGITIMATE CHARGES.

ITEM	IZED CALL	.\$					
NO.	DATE	TIME	то	PLACE	TO AREA NUMBER	TYPE MINUTES	AMOUNT
	900/700 AMERICAN						
1	JAN 26	9: 15 A	LIVE	ADVIC E	900 745-4884 Subtotal	A 7.98	7. 98
	Ł	ONG DIS	TANCE	BILLING	CO. SUBTOTAL OF	TEMIZED CALLS	\$7.98
			ı nı	ATZIG DE	NCE BILLING CO. CH	IRRENT CHARGES	<b>\$7 QR</b>

Block

5/12 6 am-5 pm Parific Standard

=/25 9:45 to.M.

Couldn't get a hold of them

Rept hanging up.

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO LONG DISTANCE BILLING CO. THERE IS NO CONNECTION BETWEEN LONG DISTANCE BILLING CO. AND U S WEST COMMUNICATIONS.

23

## AMERICAN TELNET

PHOEBE CLEMENS
BLAINE CLEMENS
BILL DATE: MAY 19, 1994
ACCOUNT NUMBER: 406-585-9424-224R

		A	MERICAN TELNET, INC.	PAGE 1
ITEM!	IZED CALLS			
NO.	DATE TIME T	O PLACE TO AREA NUMBI	ER TYPE MINUTES	AMOUNT
	AMERICAN TELNET INC			
1	MAR 14 10: 16A PER	SONALS 800 999-6969 MT 406 585-9424	9 D 5	12.50
2	APR 07 7:36A PER	SONALS 800 277-779	5 N 10	29.90
	APR 07 7:46A PER	MT 406 585-9424 Sonals	5 N 2	5.98
4	APR 07 7:48A PER	SONALS 800 277-7799 MT 406 585-9424	5 N 6	15.00
	FROM BUZEMA	SUBTOTAL	63.38	
	AMERICAN	TELNET, INC. SUBTOTAL OF	F ITEMIZED CALLS	\$63.38
TAX S	SUMMARY			
FE	EDERAL EXCISE TAX	AMERICAN TELNET, INC. S	UBTOTAL OF TAXES	1.90 \$1.90
		AMERICAN TELNET, INC.	CURRENT CHARGES	\$65.28

The second of the second of

6/1/44 Robert - told him ve FCE Rule Hime curtesey credit -

- blocked all services

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO AMERICAN TELNET, INC. THERE IS NO CONNECTION BETWEEN AMERICAN TELNET, INC AND U S WEST COMMUNICATIONS.



PHOEBE CLEMENS BLAINE CLEMENS BILL DATE:

BILL DATE: MAY 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

MCI TELECOMMUNICATIONS PAGE Long Distance continued Calls from 406-585-9424: DATE TIME TO/FR PLACE TO/FR AREA NUMBER MAY 05 10: 14A DENVER CO 303 866-6260 MAY 05 10: 27A DENVER CO 303 866-6260 TYPE MINUTES AMOUNT . 53 D \$12.81 Total Calls from 406-585-9424: Total Long Distance ...... \$12.81 International Long Distance Calls from 406-585-9424: DATE TIME TO/FR PLACE 10 APR 11 8:20A HONG KONG 11 APR 18 8:23A HONG KONG 12 MAY 02 8:25A HONG KONG TO/FR AREA NUMBER 85217211678 85217211152 AMOUNT 8. 64 6. 21 TYPE **MINUTES** 6 85217211674 Total Calls from 406-585-9424: Total International Long Distance ...... \$19.44 Your card provides convenient options and services your card provides convenient options and services your MCI Card Calls for 4865851301: TIME TO/FR PLACE 6: 46P B GREELEY FROM BOZEMAN TO/FR AREA NUMBER CO 303 356-9077 MT 486 585-1301 DATE TYPE MINUTES NO. AMOUNT APR 11 13 Ε 9 2.39 56P B GREELEY FROM BOZEMAN 303 356-9077 486 585-1301 5:56P CO 38 7.92 ΜŤ Total MCI Card Calls for 4865851301: \$10.31 Total Card Calls ....... \$10.31 MCI Legend
F - Friends & Family Calls B - Best Friends Discount Type of Long Distance Calls Day Evening Night/Weekend Economy - International

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO MCI TELECOMMUNICATIONS. THERE IS NO CONNECTION BETWEEN MCI TELECOMMUNICATIONS AND U S WEST COMMUNICATIONS.

6/1/94 David - discussed Hong Kong calls



FOR MCI TELECOMMUNICATIONS Billing inquiries call: 1-800-999-9100



# ACI

PHOEBE CLEMENS BLAINE CLEMENS BILL DATE:

BILL DATE: MAY 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

#### MCI TELECOMMUNICATIONS PAGE

1

MCI Account Number: 6R176844	
05/07/94	
PHOEBE CLEMENS Current Charges	30.23 .96 \$31.19
You SAVE just by being an MCI customer. This month you saved a minimum of 13.33 on top of your already low MCI rates.	
<u>Service Summary</u> Best Friends 04/07/94 to 05/06/94	1.00
Long Distance	12.81 19.44
Total Card Calls	10.31 13.33CR
MCI Savings	\$30.23
Faura	
Taxes Federal Excise_Tax	. 91
State & Local Taxes	. 05 \$. 96
Total Current Charges and Taxes 31.19	
YOUR DISCOUNT PLANS	
MCI Savings	
This amount includes your additional savings plan discounts on top of MCI's already low rates.	·
Friends & Family Discountcalls marked 'F'  Best Friends Discount, Marked B	3.26CR 3.25CR
Best Friends Fee Waiver	1.00CR 5.82CR
Total MCI Savings	\$13.33CR
Rest Friends You're receiving a 20% discount on every call to your	
Best Friend. And if they're with MCI, your savings double to 40%. Savings apply 7 days/week, 24 hours/day.	
Best Friends 04/07/94 to 05/06/94	\$1.00
CALL INFORMATION	
Long Distance	
Calls from 406-585-9424:	·
NO. DATE TIME TO/FR PLACE TO/FR AREA NUMBER TYPE MINUTES	AMOUNT
1 APR 13 6: 14P B GREELEY CO 303 356-9077 E 16 2 APR 18 7: 25A B GREELEY CO 303 356-9077 N 8	2.52 1.11
3 APR 23 2:39P PRESCOTT AZ 602 775-5458 N 18 4 APR 24 5:27P B GREELEY CO 303 356-9077 E 2 5 APR 25 3:48P HELENA MT 406 444-2565 D 2	2.50
6 APR 25 6:49P B GREELEY CO 303 356-9077 E 13	. 63 2. 05 2. 90
7 APR 29 8:26A HELENA MT 406 444-2565 D 11	2.90

FOR MCI TELECOMMUNICATIONS Billing inquiries call 1-800-999-9100

## **ISMEST** COMMUNICATIONS (2)

PHOEBE CLEMENS BLAINE CLEMENS BILL DATE:

MAY 19. ACCOUNT NUMBER: 406-585-9424-224R

TOTAL AMOUN DUE

ACCOU SUMMA: U S WEST COMMUNICATIONS PAGE

\* A balance over \$45.00 left unpaid 30 days after bill date is subject to a 1.0% late payment charge.

The long distance company you have selected for calls outside your US WEST Communications long distance area is MCI

#### U S WEST COMMUNICATIONS LOCAL CHARGES

ITEMIZED MONTHLY SERVICE

SERVICE\* 1 RESIDENCE LINE - TARIFFED

TOTAL

14.84 14.84

\*BASIC SERVICES ARE THE SERVICES THAT ARE NECESSARY FOR YOU TO USE YOUR TELEPHONE.

 MGNTHLY SERVICE MONTHLY SERVICE - MAY 19 THRU JUN 18 CUSTOMER ACCESS SERVICE - INTERSTATE MONTANA TELECOMMUNICATIONS ACCESS SERVICE MONTANA 911 EMERGENCY SERVICE FUND LATE CHARGE ON UNPAID BALANCE OF 186. 14.84 3.50 . 10 186.41 1.86 \$20.55 SUBTOTAL TAX SUMMARY FEDERAL EXCISE TAX . 56 \$. 56 SUBTOTAL

RETUR ADDRE

U.S. WEST COMMUNICATIONS LOCAL CHARGES

\$21.11

2

called to request service check

1- 800- 573-13/1

900 # block I call Telamerica re

? Hock long dictance

ask for supervisor

survice check

Jamei - line duts out ok

NONPAYMENT OF NONREGULATED SERVICES OR SERVICES PROVIDED BY OTHER CARRIERS\*
WILL NOT CAUSE DISCONNECTION OF YOUR REGULATED
U S WEST COMMUNICATIONS TELEPHONE SERVICE.
\*TOTAL SERVICE DISCONNECTION WILL APPLY IF U S WEST COMMUNICATIONS' AND OTHER CARRIER'S SERVICES CANNOT BE SEPARATELY DISCONNECTED.

FOR U S WEST COMMUNICATIONS QUESTIONS CALL 1-800-244-1111 (NO CHARGE)

## **IUSWEST** COMMUNICATIONS (2)

Market Mark the Control of the Contr

PHOEBE CLEMENS BLAINE CLEMENS BILL DATE:

A STATE OF THE STA

BILL DATE: MAY 19, 1994 ACCOUNT NUMBER: 406-585-9424-224R

	U S WEST COMMU	INICATIONS PAGE 1
OTAL ' MOUNT DUE	* • PAST DUE CHARGES • CURRENT CHARGES DUE JUN 10 • TOTAL AMOUNT DUE	\$186.41 \$179.19 \$365.60
CCOUNT	PAST CHARGES AND CREDITS	
OMMAN	PRIOR CHARGES ADJUSTMENTS PAYMENTS * TOTAL CHARGES PAST DUE	264.14 18.87CF 58.86 \$186.41
	• CURRENT CHARGES DUE JUN 10, 1994	
	U S WEST COMMUNICATIONS LOCAL CHARGES  Questions call 1-800-244-1111	21. 11
	MCI TELECOMMUNICATIONS Billing inquiries call 1-800-999-9100	31. 19
	FEDERAL TRANSTEL, INC.  Billing inquiries call 1-800-388-8111	16. 40
	AT&T Billing inquiries call 1 800 222-0300 To place an order call 1 800 222-0300	.00
	AMERICAN TELNET, INC.  Billing inquiries call 1-800-460-0307	65.28
	TELAHERICA COMM. INC.  Billing inquiries call 1 800 950-2532	45.21
	MCI 900 SERVICES  Billing inquiries call 800 879-2455	.00
	TOTAL CURRENT CHARGES	\$179.19
	• TOTAL AMOUNT DUE  We appreciate your business  J 328	\$365.60 O

- ack for superview survice check survice check Jamei - line diets out ok 5/8

NONPAYMENT OF NONREGULATED SERVICES OR SERVICES PROVIDED BY OTHER CARRIERS\*
WILL NOT CAUSE DISCONNECTION OF YOUR REGULATED
US WEST COMMUNICATIONS TELEPHONE SERVICE.
\*TOTAL SERVICE DISCONNECTION WILL APPLY IF US WEST COMMUNICATIONS' AND OTHER CARRIER'S SERVICES CANNOT BE SEPARATELY DISCONNECTED.

